

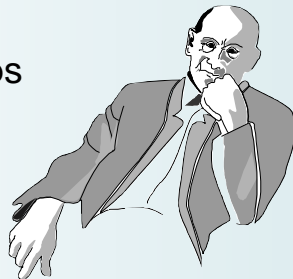
Nursing Home Residents' Rights

Your Rights as a Resident in a Nursing Home

You keep all your basic civil or human rights and liberties when you are admitted to a nursing home. Because these rights are so important, both federal and state regulations list nursing home residents' rights in detail and require the Department of Health Services staff who inspect your nursing home to decide whether this home is protecting and promoting your rights.

The rights included in regulations apply to all areas of your life in the nursing home. These rights relate to general categories which include:

- ▼ Admissions Rights
- ▼ Quality of Life
- ▼ Visitors
- ▼ Privacy and Confidentiality
- ▼ Choosing How to Spend Your Time
- ▼ Grievances
- ▼ Participation in Groups and Activities
- ▼ Living Accommodations
- ▼ Quality Care



- ▼ Protection of Money and Possessions
- ▼ Medical Care and Treatment
- ▼ Freedom from Abuse
- ▼ Transfer and Discharge Rights
- ▼ Resident Records
- ▼ Free Choice
- ▼ Participation in Care Planning
- ▼ Freedom from Physical and Chemical Restraints

If you are not able to understand these rights because of a language or hearing problem, the nursing home must provide an interpreter for you. If you lack the ability to understand these rights, the nursing home must explain these rights to your representative unless other legal provisions have been made.

For additional information about residents' rights, you may ask the staff at your nursing home, or contact the Department of Health Services, Licensing and Certification District Office or the Ombudsman Program in your county. The telephone numbers for both agencies are posted in your nursing home.

Licensing and Certification District Offices:



Alameda	(866) 247-9100	Riverside	(888) 354-9203
Bakersfield	(866) 222-1903	Sacramento	(800) 554-0354
Chico	(800) 554-0350	San Bernardino	(800) 344-2896
Contra Costa	(800) 554-0352	San Diego North	(800) 824-0613
Daly City	(800) 554-0353	San Diego South	(866) 706-0759
Fresno	(800) 554-0351	San Jose	(800) 554-0348
Los Angeles	(800) 228-1019	Santa Rosa	(800) 554-0349
Orange	(800) 228-5234	Ventura	(800) 547-8267
Redwood Coast	(866) 784-0703		